



RESEARCH ARTICLE

Impact Of Emotional And Spiritual Intelligence On Employees Of PT. Indomarco Prismatam Sukadana East Lampung

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Abstract

The aim of this research is to find out the impact of emotional and spiritual intelligence on employee performance. The data gathering techniques in this study are done with observations, interviews, questionnaires, and documentation. The population in this study was selected based on the total number of employees of a total of 28 employees at PT Indomarco Prismatama Sukadana East Lampung. In this study, the researchers used saturated sampling. Based on the results of the calculation of the test t through the coefficients table obtained variable significance values of X1 of 0.017 and X2 of 0.019. While simultaneously, through the anova table known significance of 0.003 is a small result of 0.05 which means Ha3 accepted that there is an influence of emotional intelligence and spiritual intelligence on the performance of employees in PT Indomarco Prismatama Sukadana East Lampung. The regression equation result is $Y = 3.542 + 0.451 X_1 + 0.381 X_2$, whereas R counts 0.611, which means that the degree of relationship between emotional intelligence (X1) and spiritual intelligences (X2) with employee performance (Y) is quite strong. Whereas the R square value is 0.373, R Square can be called a determination coefficient in this case, meaning that the regression model method can be used to predict the Y variable which means Emotional Intelligence and Spiritual Intelligence influence employees performance by 37.3% and the rest is influenced by other factors.

Keyword: Emotional Intelligence, Spiritual intelligence, Employee performance

Introduction

Emotional intelligence does not emerge from clear intellectual thinking, but from human hearts, emotional intelligences are not sales tricks or how to arrange a room. Emotional intelligence is the fundamental compromise of humans, which makes a person different in achieving success. The main skill of emotional intelligence in building collaboration is knowing how to communicate using intellect and feelings, the biggest problem in communication is the misunderstanding that happens because people fail to convey what they think and feel. Building mutual trust, mutual support, and mutual willingness with high commitment between managers and subordinates is the key to effective management. Building a solid team is a process of bringing together employees who have different backgrounds of expertise, but have common needs that are effectively integrated into an organization or a working team.

It cannot be denied that a person's success and success is not only determined by intellectual intelligence (IQ) but also by emotional (EQ) and spiritual (SQ) intelligence.

PT. Indomarco Prismatama Sukadana East Lampung, Indomaret is a retail business owned and managed by a franchise regulated by the franchise agreement with PT. The Indomart studied has a system of cooperation with the New Gerai system which means that the Franchisee can choose its type according to the size of the land it owns. In carrying out daily tasks, employees are faced with a burden of shifting tasks and everything has to be done according to the goal, not rarely

this can cause emotions to become unstable and become less enthusiastic in completing the job.

In this case, emotional control is very necessary to be able to perform high. Not to mention employees have to deal with tasks that use counting as well as employees' ability to solve problems, which means that Emotional and Spiritual Intelligence become variables that have an impact on employee performance.

Understanding Emotional Intelligence

According to Daniel Goleman, (2015:93) the achievement of performance is determined by only 20% of IQ, while the other 80% is defined by emotional intelligence (EQ-Emotional Quotient). Therefore, the leaders and managers, if they expect the accomplishments Good emotional intelligence means being able to understand yourself and others correctly, having self-esteem, mental adult personality, not envious, not hating, not painful, not avenging, not having excessive feelings of guilt, not anxious, not easily angry and not easily frustrated.

According to Chaplin (2014:12), emotion is a stimulated state of an organization that encompasses perceived changes, their profound nature and behavioral changes. Emotions are those caused by certain situations. Emotions tend to occur in connection with behavior that approaches or avoids something. According to Robbins (2011:58), emotional intelligence is the ability to acquire and apply knowledge of self and other people's emotions in order to succeed and a more fulfilling life.

According to Gardner (2015:49), interpersonal intelligence is the ability to understand others, what motivates them, how they work, how to work shoulder-to-shoulder with them. The female is the ability to form a self-model that is researched and referenced to the self and the capacity to use that model as a tool to travel life effectively.

Understanding Spiritual Intelligence

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Spiritual intelligence is the necessary foundation for functioning IQ and EQ effectively. In fact, SQ is the supreme intelligence of Zohar and Marshall (2015) stating that spiritual intelligence allows a person to recognize the value of attributes in others as well as in himself.

According to Munandi, a well-developed spiritual intelligence is characterized by a person's ability to be flexible and adaptable to the environment, have a high level of awareness, be able to cope with suffering and pain, be capable of taking valuable lessons from a failure, being able to realize life according to vision and mission, being capable of seeing the connections between things, being independent, and finally making a person understand the meaning of life.

So based on the meaning of the two words, spiritual decency can be understood as the ability of a person to face and solve problems relating to value, inner, and mentality. This intelligence is mainly about the abstraction of something beyond human power, the force that drives the life of the universe.

Performance Understanding

According to Rivai (2019), performance is the real behavior that each person displays as the work achievement produced by the employee according to his role in the company. Cokroaminoto (2017) argues that the understanding of employee performance refers to the employer's ability to perform the overall tasks that are his responsibilities. S.P. Hasibuan (2016) submits that "performance (employee performance) is a result of work achieved by a person in the performance of tasks entrusted to him based on competence, experience and diligence and time".

Based on the opinions of the experts above, it can be concluded that the performance of employees is the ability of employees to perform the whole of the tasks that are their responsibilities.

Method

According to Sugiyono (2013), the notion of interference method is a scientific means of obtaining data for a specific purpose and use. The author's research using quantitative methods is a research method whose nature provides explanation by using analysis. In its implementation, this method is subjective where the research process is more visible and tends to focus more on the theoretical foundations. This research is an exploratory research that will prove the causal and influential relationship between the free variable emotional intelligence variable (x1) spiritual intelligence (x2) and dependent variable employee performance. (y).

The validity test can use the Pearson Product Moment formula, namely:

$$r_{xy} = \frac{N \sum XY - (\sum X)(\sum Y)}{\sqrt{(N \sum X^2 - (\sum X)^2)(N \sum Y^2 - (\sum Y)^2)}}$$

Description: r : Correlation coefficient X : item score value Y : total score value N : number of subjects

According to (Sugiyono 2018) Double linear regression analysis is used to determine the direction of the relationship between independent variables and dependent variables, whether each independent variable is positively or negatively related. Double linear regression formula:

$$Y = a + B_1X_1 + B_2X_2 + B_3X_3$$

The t test is performed to determine the influence of each independent variable on the dependent variable. The F test is used to determine whether independent variables together have a significant influence on dependent variables.

According to Ghazali (2018) the Determination Coefficient (R²) essentially measures how far a model is able to describe variable dependency variations with values between zero and one.

Results And Discussion

Here are the validity and reliability test results for the level of validity performed the test of significance by comparing the value of r count with the r value of the table. In this study the number of samples used is 97 with alpha 0.05 obtained r table 0.198. If the r count is greater than the r of the table and the r value is positive, then the question element is said to be valid.

Table 1. Results Analysis Validity Test of Emotional Intelligence Items

No Item	r hitung	R kritis	Keterangan
1	0.551	0.3	Valid
2	0.937	0.3	Valid
3	0.751	0.3	Valid
4	0.411	0.3	Valid
5	0.937	0.3	Valid
6	0.419	0.3	Valid
7	0.618	0.3	Valid
8	0.937	0.3	Valid
9	0.401	0.3	Valid
10	0.599	0.3	Valid

From Table 4.1 From the table above it can be seen that the whole emotional intelligence item submitted can be said to be valid.

Table 2. Results of the Reliability Test of the Emotional Intelligence Variable Reliability Statistics

Cronbach's Alpha	N of Items
.752	10

From Table 4. Based on the analysis of known alpha cronboach results (0.752 > 0.6) then the emotional intelligence variable item can be said to be reliable.

Table 3. Analysis Results Testing the Validity of Spiritual Intelligence Items

No Item	r hitung	r kritis	Keterangan
1	0.533	0.3	Valid
2	0.459	0.3	Valid
3	0.856	0.3	Valid
4	0.547	0.3	Valid
5	0.856	0.3	Valid
6	0.567	0.3	Valid
7	0.856	0.3	Valid
8	0.472	0.3	Valid
9	0.435	0.3	Valid
10	0.480	0.3	Valid

From the table above it can be seen that the whole item of spiritual intelligence presented can be said to be valid.

Table 4. Spiritual Intelligence Variable Reliability Test Results Analysis

Reliability Statistics	
Cronbach's Alpha	N of Items
.721	10

Based on the analysis of known alpha cronboach results (0.721 ≥ 0.6) then the spiritual intelligence variable item can be said to be reliable.

Table 5. Validity and Reliability of Employee Performance

No Item	r hitung	R Kritis	keterangan
1	0.419	0.3	Valid
2	0.618	0.3	Valid
3	0.419	0.3	Valid
4	0.721	0.3	Valid
5	0.453	0.3	Valid
6	0.591	0.3	Valid
7	0.856	0.3	Valid
8	0.572	0.3	Valid

9	0.495	0.3	Valid
10	0.38	0.3	Valid

Based on the above table it can be seen that the entire employee performance item submitted can be said to be valid.

Table 6. Results of Employee Performance Variable Reliability Test Analysis

Reliability Statistics	
Cronbach's Alpha	N of Items
.920	10

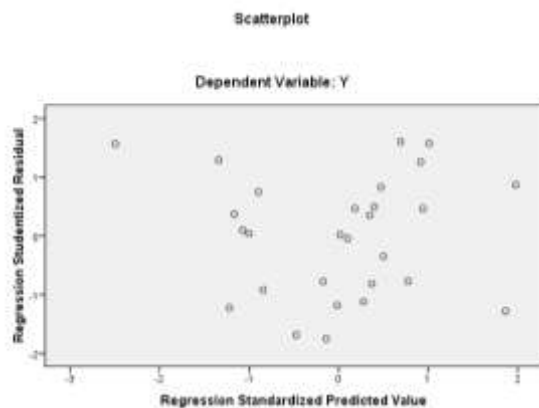
Based on the analysis of known alpha cronboach results (0,778 > 0.6) then the employee performance variable item can be said to be reliable.

Table 7. Coefficient Value

Model		Coefficients ^a				Collinearity Statistics	
		Unstandardized Coefficients		t	Sig.		
		B	Std. Error			Beta	Tolerance
1	(Constant)	3.542	6.892		.514	.612	
	X1	.451	.176	.410	2.565	.017	1.019
	X2	.381	.152	.400	2.505	.019	1.019
a. Dependent Variable: Y							

On the basis of the above data obtained a tolerance value of 0.981 where when the tolerance is greater than 0.10 then there is no multicollinearity, then there does not occur multicollinearity between the same independent variables in this study (0.981 > 0.10). if reviewed from the VIF value of 1.019 where when VIF is smaller than from 10.00 there is not occurring multicollinearity between independent variable, then (1.019 < 10.00) so in this research there has not occurred multicollinearity between independent variables

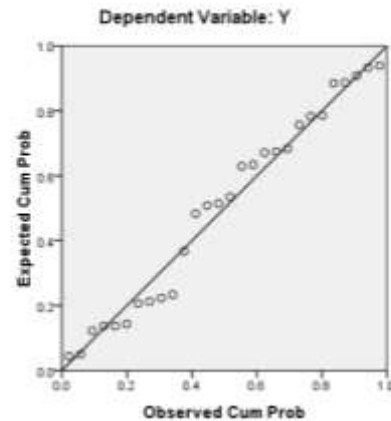
Table 8. Heteroxidity test



Based on the picture above, it is apparent that the dots spread and did not form a specific pattern clearly. So it can be concluded that there is no Heteroxidity problem in this study.

Table 9. Normality Test

Normal P-P Plot of Regression Standardized Residual



Based on the image above, it can be seen that the dots are spread around the diagonal line which means that the regression model can be used to predict the sustainability of the enterprise based on the input of its independent variable.

Table 10. Linearity Test/ Anova Test

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	435.748	2	217.874	7.437
	Residual	732.359	25	29.294	.003 ^a
	Total	1168.107	27		

a. Predictors: (Constant), X2, X1
b. Dependent Variable: Y

Based on the above data obtained a significance value of 0.003 smaller than 0.05 then there is a significantly linear relationship between the variables.

Table 11. Double Linear Regression Analysis Results

Model Summary ^b			
Model	R	R Square	Adjusted R Square
1	.611 ^a	.373	.323

a. Predictors: (Constant), X2, X1
b. Dependent Variable: Y

In the table above, we can see a ratio of R of 0.611, which means that the degree of relationship between emotional intelligence (X1) and spiritual intelligences (X2) with employee performance (Y) is quite strong. While the R square value is 0.373, R Square can be called a determination coefficient in this case meaning that the regression model method can be used to predict the Y variable which means emotional and intellectual intelligence influences employee performances by 37.3% and the rest is influenced by other factors.

Table 12. Regression Coefficient Value

Model		Coefficients ^a				Collinearity Statistics	
		Unstandardized Coefficients		t	Sig.		
		B	Std. Error			Beta	Tolerance
1	(Constant)	3.542	6.892		.514	.612	
	X1	.451	.176	.410	2.565	.017	.981
	X2	.381	.152	.400	2.505	.019	.981
a. Dependent Variable: Y							

$$Y = 3.542 + 0.451X_1 + 0.381 X_2$$

A constant of 3,542 states that if there is no emotional and spiritual intelligence then the employee's performance is 3,542. The 0.451X₁ Regression Coefficient means that emotional intelligence has a positive impact of 0.451, which means that if emotional Intelligence is enhanced then employee performance will increase by 0.451.

Whereas a coefficient of 0.381 X₂ means that spiritual intelligence has a positive influence on employee performance which means that if spiritual intelligences are enhanced there will be an increase in employee efficiency of 0.381 per unit.

Based on Table 4.6 above, we can find the R Square value of 0.487. This means that the influence of the variables X₁, X₂ and X₃ together (simultans) on the variable Y is 0.487 or 48.7% with the rest being influenced by other variables not present in this study.

Table 13. Test simultaneously (Uji f)

ANOVA ^b					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	435.748	2	217.874	7.437	.003 ^a
Residual	732.359	25	29.294		
Total	1168.107	27			
a. Predictors: (Constant), X₂, X₁					
b. Dependent Variable: Y					

Based on the above data obtained a significance of 0.003 which is less than 0.05 which means; Ha₃: "There is an influence of emotional intelligence and spiritual intelligence on employee performance at PT. Indomarco Prismatama Sukadana East Lampung." accepted. Ho₃: "No influence on Emotional Intelligence and Spiritual Intelligence on Employee Performance at Prismato Prismata Sukadana East Lampung PT" rejected.

Conclusions And Suggestions

Based on the results of research and discussions presented in previous chapters on the influence of Emotional Intelligence and Spiritual Intelligence on Employee Performance at Indomarco Prismata Sukadana East Lampung PT, it can be concluded that:

- Based on the results of the test t through the coefficients table obtained variable significance values X₁ of 0.017 and X₂ of 0.019 which means, 1) Ha₁ accepted which means there is an influence of Emotional Intelligence on Employee Performance at Indomarco Prismatama Sukadana Eastern Lamp" accepted. 2) Ha₂ accepted meaning There is an impact of emotional intelligence and spiritual intelligence on employee performance at indomarco prismatama sukadana eastern Lamp. 3) Simultaneously, through the anova table is known a significance of 0.003 which is small from 0.05 which means Ha₃ accepted that there is An influence Of Emotional Intelligence and Spiritual Intelligence upon Employees Performance at indomarcoprismatama Prismata Sukadana Eastern.
- Based on the double regression analysis with the spss.16.0 program get the regression equation $Y = 3.542 + 0.451 X_1 + 0.381 X_2$, whereas R counts 0.611, which means the degree of relationship between emotional intelligence (X₁) and spiritual intelligence(X₂) with employee performance (Y) is quite strong. whereas the R square value is 0.373, R Square can be called a determination coefficient in this case means

the regression model method can be used to predict the Y variable which means Emotional Intelligence and Spiritual Intelligence influence employee performances 37.3% and the rest are influenced by other factors.

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